

Regionalization and System Modernization



Briefing for NAF Personnel Chiefs
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"Civilian Personnel Professionals--Helping Leaders Meet the Mission"

Why this Briefing?

✓ ***Purpose***

- ★ ***Acknowledge Issues and Concerns***
- ★ ***Update on Progress and Accomplishments***
- ★ ***Keep you Informed***
- ★ ***Enlist your Support***

Regionalization Status

Regional Service Centers (CPOCs)*

Customer Service

In Operation

Scheduled

Regionalized

S

Army

9

10

88

11

Navy

4

8

12

74

Air Force

1

1

37

93

DoD Agencies

3

4

14

34

Total

15

23

151

31

*As of November 1997

Current Status

REGIONALIZATION OF OPERATING CIVILIAN PERSONNEL OFFICES

<u>REGION</u>	<u>INITIAL OPERATION</u>	<u>PERCENT OF CIVILIAN WORK FORCE SERVICED IN A REGIONALIZED ENVIRONMENT</u>
EUROPE	FY 94	100%
SOUTHEAST	FY 95	100%
NAT'L CAP	FY 95	100%
PACIFIC	FY 96	100%
NORTHEAST	FY 96	100%
SOUTHWEST	FY 96	100%
KOREA	FY 97	100%
NORTH CENTRAL	FY 97	53%
SOUTH CENTRAL	FY 97	52%
WEST	FY 98	-
		NET: 81%

REGIONALIZATION IS ON SCHEDULE TO MEET OSD MANDATES FOR REGIONALIZED SERVICING; SERVICING RATIO OF 1:88 BY FY 99

Customer Service Issues

The Reality Check

☆ ***There are instances of poor service***

☆ ***Some are because of regionalization***

☆ ***Some are not***

☆ ***There were instances of poor personnel service prior to regionalization***

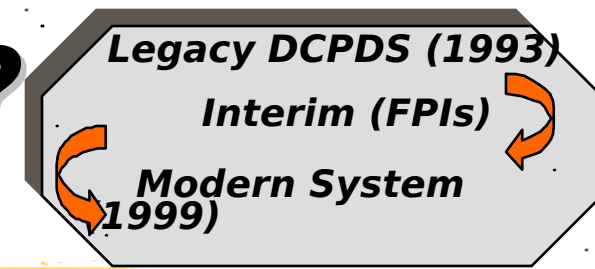
and ...

There are Problems Associated with Transition

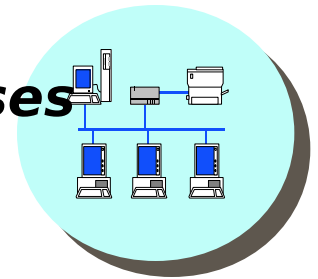
- **Major Reduction of Personnelists**
 - **60% Personnel Reductions by FY 01**
 - **37% Reductions to date**
- **Significant changes in personnel procedures, practices**
- **Inherited Backlogs from CPOs/CPACs**
- **Working Relationship Issues**
- **Automation Issues**
- **Accelerated Timelines**

• **What are the FPIs?**

- **An Interim System**



- **Extend Personnel Management Automation capabilities to managers and supervisors**
- **Streamline and Automate Personnel Processes**
- **Link Regionalization and Modernization**



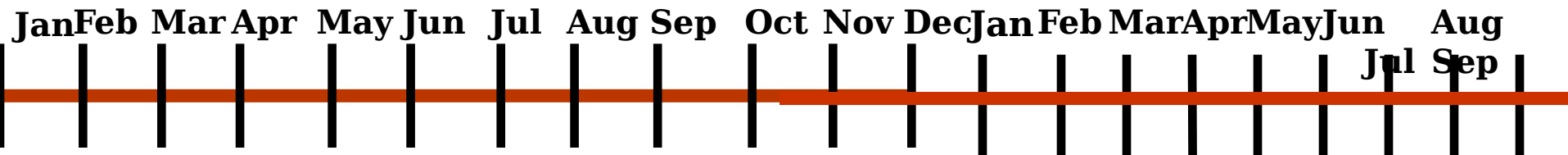
• **What is the Modern System**

- **Commercial-Off-The-Shelf Product**
- **Single Integrated Database**
- **Open System Environment**
- **User Friendly Interface**
- **Staggered Implementation throughout OSD beginning in January 1999**

MS

Deployment Timeline

1998-1999



DT&E

SQT

QOT&E Setup

**QOT&E Sites
Operational**

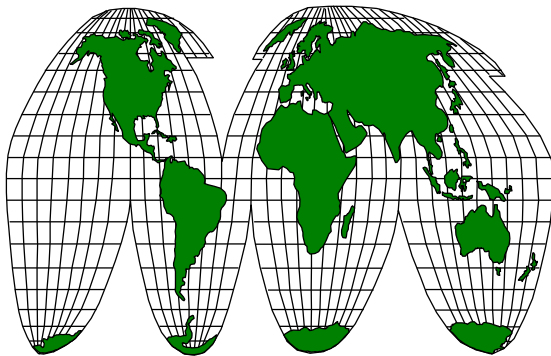
**AFOTEC
Evaluation**

**AFOTEC
Report**

**MAISRC
Decision**

Deployment

**FOC
Sep 99**



Other Appropriated Fund Issues Compounding Transition Difficulties

Workload Drivers

➡ Priority Placement Program

➡ Needs redesign of process and automation

- **Number of Placements in FY 97 - 1712**
- **Total Registered - Army FY 97 - 4348**

➡ Working to Simplify Processes

- ➡ **Extend 14-day cycle when large number of resumes initially referred**
- ▢ **Permit job swaps across component lines**
- ▢ **Permit temporary promotions of 120 days or less as exceptions**
- ▢ **Limit reply time to PPP to 48 hours**

➡ Downsizing/Reorganization

▢ **Reclassification**

▢ **RIF activity - Notifications and Requests**

- **FY 96 - 161** *Civilian Personnel Professionals--Helping Leaders Meet the Mission*

Army's Modern System Proposed Deployment Schedule

CY 1998

Region

Pacific (OT&E)

Date

May-Aug 98

CY 1999

Europe

Feb 14

Southwest

Mar 14

NE

Apr 11

SE

May 9

ANCR

Jun 6

NC

Jul 4

SC

Aug 1

Korea

Aug 29

West

Sep 12

NAF Issues Working

- ***Finalize and Test MS Module***
- ***Automation Equipment Procurement and Installation***
- ***Funding to Support NAF Implementation***

What Are We Doing?

We Are Focusing on the Fixes

- **Evaluation and Analysis**
 - **35 Baseline Reviews**
 - **Four Follow-Up Reviews**
- **Established CPOCMA**
 - **Focal point for Regionalization Issues**
 - **Standard Structure to Improve Workflow**
 - **Business Process Maps**
 - **Major Marketing Effort**
 - **Cross-leveling of work across CPOCs**
 - **Customer Feedback in CPOC Director's Performance Standards**

What Are We Doing?

Current Initiatives

(con't)

Continuing Role of RPMO

- Maintaining Close Relationship with OSD***
- GAO Review***
- Maintenance of Legacy System***
- Development of Modern System***

Productivity Measures

- Production being validated by MACOMs***
- Timeliness data being finalized***
- Regular Review and Analysis feedback to Commanders***

Productivity Measures

- ***Need for Quantitative Data on CPOC Performance***
- ***CPOC Productivity Report***
 - ***PC-Based System***
 - ***Phase I - Counts of Production***
 - ***Data from 1/93 to Present***
 - ***Various Levels of Analysis***
 - ***Phase II - Timeliness for Filling Jobs***
 - ***Data from 10/97 to Present***

What Are We Doing?

(con't)

Army-wide Automation Initiatives

- **CP On-Line**
<http://www.cpol.army.mil>
- **Delegated Classification Authority**
- **PD Library**
 - **Database of Accurately classified PDs**
 - **Easy search process**
 - **Attach Electronically to PERSACTION**
 - **Nearly 6000 Ready for Army-wide use**
- **PERMISS**
 - **Knowledge Based System**
- **Automated Application/Referral Process
(RESUMIX)**

Final Reality

- ❑ *We cannot afford for Regionalization fail*
- ❑ *We have the talent to make it work*
- ❑ *We have accomplished a great deal*
- ❑ *We have a long way to go*
- ❑ *We have transition challenges*
- ❑ *... perception*

**Please Excuse the Temporary
Inconvenience While
We Make Permanent Improvements**